

Looking back - 2009 sets the bar for 2010

Listed below are some of the major accomplishments of BUPERS Millington/NPC from 2009. These stellar achievements show what our organization is capable of doing and paves the way for a bright 2010:

- Established a Functional Review Board process to prioritize and integrate requirements across all lines of business.
- Expanded the capability within PTS to assign quotas to Zone B and Zone C Sailors.
- Expanded Short Term Extension reasons with codes deployed in the February 2009 Navy Standard Integrated Personnel System.
- Executed the new Post 9/11 GI Bill. Developed both DoD and Navy policy and executed the transferability portion.
- Responded to an unanticipated and unprecedented \$89.3M PCS fund reduction in mid-April.
- Developed new business rules for an enhanced version of the Career Management System/Interactive Detailing giving Sailors more involvement.
- Retained two female SWO Year Groups at or above 20 percent level when, historically, average female retention rates for YG94-YG01 have been less than 17 percent.
- Established a formalized mentoring program for Aviation Major Command Captains to connect with senior officers in their respective communities.
- Held the first-ever Senior Enlisted Continuation Board.
- Stood up the Career Transition Office to facilitate Reserve Affiliation.
- Reduced average medhold population from 200 to 130.
- Initiated Enlisted Field Service Records closeout policy.
- Executed more than 180 boards comprised of more than 2,500 members and recorders.
- Fleet Ride was implemented as the official Navy system for enlisted rating reclassification.



Ringing out the old, bringing in the new...

NPC Commander Rear Adm. Don Quinn watches members of the Navy Band warm up during the NPC Holiday Party Dec. 18, 2009. Employees and their families enjoyed meeting Santa, family activities and the various entertainment which different offices provided. (Photo by Mass Communications Specialist 1st Class LaTunya Howard)

Professional growth through training

NPC's Workforce Development Training Department offers a variety of certificate programs for employees to enhance their skills and they've added a new one this year - Program and Management Analysis. This course and others are available to all BUPERS Millington/NPC employees. All personnel are required to have an Individual Development Plan (IDP) and must have one completed to attend training. To learn about IDPs and see instructions on how to fill one out, visit the Training Web site at www.npc.navy.mil/AboutUs/NPC/Training. For more information, contact Ralph Diecker, head of Workforce Development and Training at 874-4997 or via e-mail at ralph.diecker@navy.mil.

Customer Service Center top calls

The following are the top 10 calls received by the NPC Customer Service Center for December 2009:

- Employment verification, 1,038
- Requested document from record, 644
- Transferred to Retired Activities, 462
- CD issues resolved by CSC, 402
- Aviation Ordnanceman Orders, transferred to detailer, 390
- Navy locator general issues, 367
- GI Bill transferability, 335
- Asked to be transferred to specific person, 308
- DEERS benefits, 296
- General GI Bill issues, 295

Brownbag schedule

The Mentoring Brownbag sessions were quite a success in 2009 and leaders are looking to make 2010 even better. Below is the schedule for the Brownbag sessions for 2010:

1/28	6/24
2/25	7/22
3/25	8/26
4/22	9/23
5/27	10/28

Remember our guiding principles: Do the Right Thing, Add Value, and Support Sailors.